



The Department of the Treasury

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E-Government Act Report  
Fiscal Year 2010

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## **Executive Summary**

The E-Government Act of 2002 (Pub. L. No. 107-347) (Act) requires Agencies to provide an annual report on their progress in implementing provisions of the Act. The Act enables Agencies to expand web and computer resources in delivering and improving Government services to the citizen. This report is the Department of the Treasury's Fiscal Year (FY) 2010 submission and represents progress to date.

This report provides responses and detailed information on the Department's activities and initiatives in the following two areas:

1. Innovation and Transparency
2. Compliance with Goals and Provisions of the Act

Where applicable, website locations (URLs) indicate the location of the requested information.

## **Innovation and Transparency**

The Treasury Department's public web site, [www.Treasury.Gov](http://www.Treasury.Gov), is undergoing a redesign to follow the direction from the White House Office of New Media to upgrade public communications and collaboration capabilities and increase usability and transparency. The new Treasury.gov site will be launched in the first quarter of FY 2011. It will improve a user's ability to navigate and find relevant information, increase citizen satisfaction, enhance transparency, and improve Treasury's communications with the public. Treasury.gov dramatically improves search functionality to enable the public to find sought after information and accomplish tasks more rapidly, thereby improving the user experience and increasing user satisfaction. The modernization of Treasury.gov also includes implementation of a robust Web Content Management system (Microsoft SharePoint 2010) to meet Treasury's underlying technology needs and improve content management and publishing capabilities. Treasury.gov will be hosted in a fully managed cloud computing environment. Redesigning Treasury.gov and implementing an improved technical platform will enable better scalability and flexibility of the Website as well as the ability to implement Web 2.0 technologies including interactive and dynamic online functionality in line with the Open Government Directive.

## **Compliance with Goals and Provisions of the Act**

The Department completed its transition to the new Data Submission and Validation Tool (DSVT), which tracks and validates the timely submission of procurement contracts data under FFATA (Federal Funding Accountability and Transparency Act) to [USASpending.gov](http://USASpending.gov), on a monthly basis. The Information Technology (IT) Dashboard transformed the Department's investment management processes. The Department met the challenge of fully complying with the IT Dashboard reporting requirements; it is now benefiting from a heightened awareness of how investments are performing. Enterprise Architecture (EA) and Capital Planning and

Investment Control (CPIC) processes are mature, effective, and have played a key role in the Department's ability to meet all IT Dashboard requirements. Future efforts to deepen the integration of the two disciplines will support the development of a revised portfolio of initiatives, aligned tightly with the Department's IT strategic goals and business objectives.

The Department has implemented several efforts to ensure compliance with Section 508. In October 2009, the Office of the Chief Information Officer partnered with the Office of the Chief Human Capital Officer to host a two-day Treasury-wide Summit on disability and accessibility. The Summit was an opportunity to dispel attitudinal barriers that prevent the hiring of persons with disabilities and to understand the challenges they face. The Department's transition to another phase of the enterprise-wide license for an accessibility tool was purchased in September 2008. Treasury bureaus and offices conduct self-scans of their primary and non-primary public websites for accessibility to comply with Section 508. Additionally, bureaus and offices began to scan internal sites and applications, for Section 508 compliance, for their employees. In FY 2010, the Department also provided additional training opportunities for bureau office Section 508 coordinators and webmasters on website accessibility included training from the World Wide World Consortium.

**SECTION I: Transparency, Engagement, and Innovation Responses****Describe your top three E-Government IT accomplishments related to Open Government and innovation from this year.**

The Department implemented a number of transparency initiatives in support of the President's goal for a more open and transparent government. The Department expanded the use of the Internet, not only to provide information, but as a venue to encourage the exchange of ideas between consumers and their government. The following initiatives are representative of the Department's activities:

1. The Department is committed to transparency and accountability in all of its programs and policies, including all programs established under the Emergency Economic Stabilization Act (EESA). Under the Financial Stability Plan, Treasury has implemented new enhanced measures to ensure greater transparency and accountability for all of its programs under the EESA. In addition to these actions, the Department developed a productive working relationship with Troubled Asset Relief Program (TARP) oversight bodies including the Government Accountability Office, the TARP Special Inspector General, the Congressional Oversight Panel, and the Financial Stability Oversight Board. The Office of Financial Stability (OFS) established the [FinancialStability.gov](http://FinancialStability.gov) website, a major transparency initiative that provides consumers with information on the nation's plans to address the current financial crisis. The TARP transaction data is currently available on [Data.gov](http://Data.gov). Both sites will continue to expand in the coming year.
2. The Community Development Financial Institution (CDFI) Program, administered by the Department of the Treasury's CDFI Fund, was established by the Riegle Community Development and Regulatory Improvement Act of 1994. Through this program, the CDFI Fund makes monetary awards (grants, loans, and other investments) on a competitive basis to certified CDFIs. A CDFI is a specialized financial institution that works in low-income communities or serves individuals or businesses that lack access to mainstream financial institutions. Among many financial services, CDFIs provide: capital to small businesses and micro-enterprises; mortgage loans to first-time homebuyers; financing to support the development of affordable housing projects and community facilities; and retail banking services to the unbanked. The CDFI Fund posts all award descriptions to the Federal Register for public comment to the public website [CDFIFund.gov](http://CDFIFund.gov). CDFI also posts all grant award data to [USASpending.gov](http://USASpending.gov) and provides a link to [Recovery.gov](http://Recovery.gov) from the CDFI Fund homepage to facilitate citizen access to this data.
3. The Department also implemented enhanced methods to capture citizen feedback through an internet site which reinforces the importance of fair and honest treatment for bank customers. The site, [www.helpwithmybank.gov](http://www.helpwithmybank.gov), is designed to provide answers and solutions for customers of national banks and covers topics such as credit cards, checking accounts, overdraft fees, mortgages and credit reports.

Additionally, the site also advises consumers on how to file a complaint if they are not satisfied with a resolution from a national bank. The Office of the Comptroller of the Currency (OCC) created the On Line Customer Complaint (OLCC) application, [https://appsec.helpwithmybank.gov/olcc\\_form/](https://appsec.helpwithmybank.gov/olcc_form/), providing consumers with the option to submit a complaint via the Internet. Prior to the launch of the OLCC, complaints could only be submitted using US mail, fax and email.

## **SECTION II: Compliance with Goals and Provisions of the Act**

**Provide the URL(s) to your agency's Web site where the following information is located:**

Please see A through G below.

### **A. Your agency's Information Resources Management (IRM) Strategic Plan and Enterprise Architecture (EA) Plan;**

Treasury Department's IRM Strategic Plan: <http://www.treas.gov/offices/cio/egov>.

Part of the Department's EA Transition Plan (EATP) contains pre-decisional information and is not available on its public website. Please see attachment 1: Department of the Treasury Data Center Consolidation Plan.

### **B. For each E-Gov initiative, provide final determinations, priorities, and schedules. Also include your agency's information dissemination product catalogs, directories, inventories, and any other management tools used to improve the dissemination of and access to your agency's information by the public;**

The Department examines citizen feedback through emails. The Department analyzes the responses from its customer satisfaction survey questions to determine what information, if any, is missing from the public website. In addition, a regular review of the search engine metrics takes place to determine frequently searched words and phrases. The result of this analysis leads to adjustments in the provided information. The schedule for posting of web content and a comment form are available on the Department's principal public website at <http://www.treas.gov/offices/cio/web-inventory.shtml>.

The Department replaced the hosted public facing search engine with an industry standard search engine, a Google search appliance. The website displays search results in order of relevancy and response times that are equivalent to industry best practices. In August 2008, the Brookings report titled "State and Federal Electronic Government in the United States, 2008" scored [Treas.gov](http://www.treas.gov) as the ninth best out of 48 Federal websites evaluated in the study. The study evaluated the presence of a number of different features, such as online publications, online databases, and disability access.

The website, [Treas.gov](http://www.treas.gov), also enables customers to subscribe and to receive email alerts upon site updates (GovDelivery). After customers subscribe to receive information on [Treas.gov](http://www.treas.gov), the Department presents subscribers with information from Treasury Department bureaus to which they can also subscribe. Press Releases and several other types of information are also available via RSS feeds.

**C. Identify improved performance (e.g., outcome measures) by tracking performance measures supporting agency objectives and strategic goals;**

The Department tracks performance measures related to agency goals, objectives, and outcomes. The Department has a mix of outcome, output, and efficiency measures. The Department aligns measures based on the Department's strategic framework in four major areas: Financial, Economic, Security, and Management. The Department establishes target values for measures during the budgeting process and records actual values at specified frequencies (quarterly, annually, etc.). For each performance target, the Department calculates a percentage of target for each performance period by comparing the actual and target values. Trends are determined for both target and actual values based on four years of data or more (where available). Trends can be up, down, or flat, and, depending on the desired direction of the measure, be either favorable or unfavorable. The Department summarizes these trends for management reports.

The Department rolls up the performance of a set of measures to understand performance at the strategic outcome, objective, and goal levels. The Department also measures trends at these levels. Performance measure information, along with anecdotal evidence and milestone achievement, are used together to assess overall performance. Additionally, the Department uses indicators (broad-based metrics that show whether outcomes are trending in the desired direction) to assess performance.

**D. Your agency's FOIA handbook, the URL of your agency's primary FOIA Web site, and the URL where frequent requests for records are made available to the public;**

Treasury Department's FOIA handbook: <http://www.treas.gov/foia/reading-room/handbook.pdf>

Treasury Department's primary FOIA website: <http://www.treas.gov/foia>

Treasury Department's link to frequently requested records: <http://www.treas.gov/foia/reading-room/#FRM>

**E. A list of your agency's public Web sites disseminating research and development (R&D) information to the public, describing for each whether the website provides the public information about federally funded R&D activities and/or provides the results of Federal research;**

The Department does not fund R&D activities.

**F. An inventory describing formal agency agreements (e.g., contracts, memorandum of understanding) with external entities (e.g., partnerships with State and local governments, public libraries, industry and commercial search engines) complementing your agency's information dissemination program, briefly explaining how each agreement improves the access to and dissemination of government information to the public;**

The Department has a number of means to disseminate government information to the public. Among these are:

1. Computer Matching Agreements – The Treasury Data Integrity Board, formalized by the Computer Matching and Privacy Protection Act and Treasury Directive 25-06, *The Treasury Data Integrity Board*, approves matching agreements between the Treasury Bureaus and Offices and other Federal, State, Local, and Tribal governments to share taxpayer's personal information to obtain a benefit or service or to collect a Federal debt. The Department's largest match is the Disclosure of Information to Federal, State and Local Agencies (DIFSLA) and the IRS. Under this match, there is an agreement with each State (50) and three Federal entities. The DIFSLA match and other computer matching agreements are accessible at: <http://www.treas.gov/offices/cio/information-management/docs/ComputerMatchingAgreements.pdf>
2. Memorandum of Agreement (MOA) – Community Development Financial Institution (CDFI) has an MOA for Bureau of Public Debt (BPD) hosting the CDFI Fund website server. The CDFI Fund website provides public access for dissemination of CDFI Fund organizational and award information.
3. Contractual Services – CDFI has a contract with General Dynamics Information Technology (GDIT) to provide support for the update of the [CDFIFund.gov](http://CDFIFund.gov) public facing website that disseminates information to the public.
4. Department of the Treasury Library – The Treasury Library has a partnership with the Library of Congress to digitize historical Treasury Department materials and make reports and documents publically available on the Internet. Materials include the Secretary's Annual Reports, Press Release Indexes, Treasury Bulletins, Exchange rate data, and other miscellaneous reports.

**G. An inventory that describes your agency's NARA-approved records schedules(s) or the link to the publicly-posted records schedules(s), and a brief explanation of your agency's progress to implement NARA Bulletin 2006-02. For the brief explanation please report the number of systems for which a record schedule was submitted to NARA in FY 2010 and the number of systems still requiring records schedules.**

In FY 2010, the Department allocated considerable resources to bring the Department into compliance with NARA Bulletin 2006-02 initiatives. There were 1,167 major and minor electronic recordkeeping systems Department-wide at the close of the FY 2010. The Department has approved all systems for disposition or submitted schedules to the NARA for approval.

While the Department did not have any additional electronic systems to schedule in FY2010, the Department will continue to schedule newly identified electronic systems on an ongoing basis. Upon identification, the Department evaluates and schedules these systems at the bureau-level. The Department developed an Electronic Records Retention schedule and consolidated disparate electronic systems lists into a centralized spreadsheet utilized for tracking. The Department has provided public access to the information that identifies the disposition authorities for the 1,167 electronic systems.

Treasury Department's Records Schedules: <http://www.archives.gov/records-mgmt/rcs/schedules/index.html?dir=/departments/department-of-the-treasury>

In May 2010, the Department of the Treasury was recognized by the National Archives and Records Administration for its achievement in scheduling 100% of Treasury's electronic systems in accordance with NARA Bulletin 2006-02.

**H. Describe how your agency has implemented use of electronic signatures for appropriately secure electronic transactions with Government and established a framework to allow efficient interoperability.**

TreasuryDirect is a web-based system designed to maximize customer self-sufficiency, optimize the Department's resources, replace the issuance of paper savings bonds, and ultimately maintain all accounts for marketable securities. TreasuryDirect allows customers to buy, manage, and redeem electronic savings bonds and Treasury bills, notes, bonds, and Treasury Inflation-Protected Securities (TIPS) online. The system provides investors with an easy and secure way of viewing and managing all of their Treasury security holdings online. The Department designed TreasuryDirect to maximize customer self-sufficiency and minimize off-line processing by customer service and related personnel.

**I. Describe how your agency has enhanced public participation in Government by electronic means for development and issuance of regulations. (Ex: regulations.gov)**

The Department launched the first government site to collect public comments on the Paperwork Reduction Act (PRA) information collection activities at [www.PRAComment.gov](http://www.PRAComment.gov). The public spends more than 6.4 billion hours on paperwork related to the Department's information collection activities. Answering President Obama's call for increased participation and collaboration on agencies' decision-making, the Department wants more public engagement on the PRA process through expanded use of social networking technologies to obtain public comments. So, in addition to using the Federal Register Notice, the Department has opened [www.PRAcomment.gov](http://www.PRAcomment.gov). The first form open for comment is the Internal Revenue Service (IRS) Form 1023, *Application for Recognition of Exemption Under Section 501(3)(c) of the Internal Revenue Code*, for a tax-exempt status.

All content that the Department provides using Google's YouTube video service, web services, and Internet applications, is also available via bureau Hotlines, mail requests, and local Service Desks. The Hotlines and US mail are available to all citizens and do not require access to the Internet. Additionally, the Department will continue making information available in hard copy and utilizing current distribution channels; such as providing tax forms at public libraries and other locations.

The Department's public website, [Treas.gov](http://Treas.gov), is undergoing a redesign to make the Department information easier to find and understand. The redesign ([Treasury.gov](http://Treasury.gov)) is on track for implementation during FY 2011.

**J. Describe how your agency has linked performance goals to key stakeholders, private sector, other agencies, and internal operations in delivering information and services through use of IT.**

The Department links performance goals to key stakeholders by ensuring that realistic "Customer Results" and "Mission and Business Results" performance measures are always included in all projects and investments that provide or enhance core mission-related functionality to the Department. (Customer Results and Mission Business Results performance measures are two of the four major measurement types defined by the Federal Enterprise Architecture Program Management Office, as part its Performance Reference Model. These two measurement types focus on actual success of *outcomes* of IT investments.)

Customer Results performance measures are typically attained by:

- Performing formal customer satisfaction surveys that are completed by customers, both internal (e.g. federal workers) and external (e.g. citizens).

- Tracking key indicators where measures are directly tied to customers and the level of satisfaction is intrinsic to the measure. For example, the “number of taxpayer refunds issued within 40 days” is a measure that (1) is directly tied to customers and (2) it is clear that customers are more satisfied the higher this measure is.

Mission and Business Results performance measures are typically attained by:

- Selecting performance goals that directly measure changes to key program objectives (e.g. number of government payments made through electronic deposit).
- Selecting or defining performance goals that measure efficiencies or participation rates (e.g. Taxpayer Self-Assistance Participation Rate).

**K. Describe how your agency has reduced errors through use of electronic submissions.**

The Department launched its Open Government webpage at [www.treas.gov/open](http://www.treas.gov/open) this year. This webpage contains a wealth of information regarding the Department’s open government efforts, including links to the FOIA reading room, various bureaus’ records and reports, records schedules, congressional testimony, and frequently updated information on the various opportunities for public engagement and participation with the Department.

The Department has increased on-line transaction capabilities through increased use of TreasuryDirect – where individuals and entities can purchase retail securities directly from Treasury at <http://treasurydirect.gov/>. Recently launched is the TreasuryDirect KIDS website – engaging children in grades 5 through 7 in the history and role of debt in America. The Bureau of the Public Debt has carried out a comprehensive public awareness campaign to raise awareness about TreasuryDirect using ads in publications, radio Public Service Announcements, online web banners, and search engine marketing which targets HR and payroll administrators, federal, state, and local government employees, military and labor unions, and the general public.

The Department has a solid portfolio of E-Government initiatives, including Modernized e-File (MeF), TreasuryDirect, the Federal Student Aid-Datashare (FSA-D) and others that reduce cost, improve access to information, reduce errors in data entry, and reduce the impact on the environment. Many of the E-Government initiatives are already producing cost savings and transforming the way the Department conducts business with stakeholders. In addition to developing transformational E-Government initiatives, by leveraging best practices acquired in the development of older E-Government initiatives, the Department is better able to enhance existing initiatives with additional capabilities that use new technologies and services. This approach dramatically increased access and transparency of existing services, and increased collaboration with internal partners, external partners, and consumers. The Department continually engages in dialog with consumers and other stakeholders to identify how technologies and services may best improve the Department’s operations.

For example, in response to the direction from the Office of Management and Budget (OMB) for the Federal Data Center Consolidation Initiative (FDCCI), the Department created its DCCI in August, 2010. The DCCI addresses various challenges, such as producing the desired long-term impact on spending for a reliable network and cost-effective network contract vehicle, as well as immediately undergoing the establishments of the required IT resources for four new organizations, which are derived from the Wall Street Reform and Consumer Protection Act. With the goals of reducing energy consumption and achieving greater efficiency, the Department's IT investment management will be based upon considerations of the progress of consolidation efforts and be aligned with the administrative initiatives for Green IT and Real Property Management, as well as the consolidation of facilities and infrastructure to increase the Department's economies of scale.

**L. Briefly describe your agency efforts to comply with Section 508.**

The Department has implemented several efforts to ensure compliance with Section 508. In October 2009, the Office of the Chief Information Officer partnered with the Office of the Chief Human Capital Officer to host a two-day Treasury-wide Summit on disability and accessibility. The Summit keynotes were: Kareem Dale, Special Assistant to the President for Disability Policy at the White House; Tony Coelho, former Congressman and sponsor of the Americans with Disabilities Act, and Kathleen Martinez, Assistant Secretary for Disability Employment Policy, Department of Labor. The Summit was an opportunity to dispel attitudinal barriers that prevent the hiring of persons with disabilities and to understand the challenges they face. Breakout sessions on human resource issues, hiring, assistive technologies, as well as the technology showcase, achieved objectives to increase awareness of disability and accessibility challenges and resolutions.

The Department's transition to another phase of the enterprise-wide license for an accessibility tool was purchased in September 2008. Treasury bureaus and offices conduct self-scans of their primary and non-primary public websites for accessibility to comply with Section 508. Each quarter, the Office of the Chief Information Officer conducts comprehensive scans and reports results to bureau Section 508 coordinators, web masters, and their bureau CIOs, and requires remediation of noncompliant websites. For FY 2010, all public websites had to be a minimum of 90% accessible, and a few bureaus reached 100%. A scorecard is maintained for each quarter. The Chief Information Officer granted an exception to the Federal Desktop Core Configuration (FDCC) to use the accessibility toolbar, a plug-in for Internet Explorer, to scan the Department's intranet sites and applications. Bureaus and offices began to scan internal sites and applications, for Section 508 compliance, for their employees.

In FY 2010, the Department provided additional training opportunities for bureau office Section 508 coordinators and webmasters on website accessibility included training from the World Wide World Consortium. The Department hosted a forum on web captioning and invited members from Google to discuss YouTube captioning and a spokesperson from the Federal Communications Commission to discuss broadband and accessibility and the initiative with Google on captioning. The Department's staff attended workshops sponsored by the U.S. Access Board on the new technical standards and provided comments on the proposed rule.

An IRS employee is a member of the standards committee and briefed employees on the proposed changes.

**M. Quantify the cost savings and cost avoidance achieved through implementation of IT programs.**

The Department projects MeF to return nearly \$1.5 billion in benefits through its life cycle. Each tax return received electronically and processed saves \$1.64 per return. Across all return types, electronically filed returns have a less than one percent (<1%) error rate compared to a five percent (5%) error rate for paper filed returns. Error reduction speeds processing time and decreases necessary interaction between the IRS and the Taxpayer.

MeF reduces the volume of paper tax returns that the Department must maintain in storage facilities for record retention purposes. The continued incorporation of additional forms and schedules onto the MeF platform will allow the IRS to retire the legacy e-File applications in approximately one year after deployment of the final MeF release. After deployment of the final MeF release, currently planned for FY 2015 (assuming availability of funding), the IRS anticipates saving more than \$8 million annually in operating and maintenance costs.

The other E-Government initiatives are either still in implementation and have no cost savings and cost avoidance information to capture or are still in the process of capturing this information.

**Appendix A: Acronyms**

FY	Fiscal Year
Act	E-Government Act of 2002 (Pub. L. No. 107-347)
BEP	Bureau of Engraving and Printing
BPA	Blanket Purchase Agreement
BPD	Bureau of Public Debt
CDFI	Community Development Financial Institution
CIO	Chief Information Officer
CPIC	Capital Planning and Investment Control
DIFSLA	Disclosure of Information to Federal, State, and Local Agencies
DO	Departmental Offices
E&IT	Electronic and Information Technology
EA	Enterprise Architecture
EATP	EA Transition Plan
FDCC	Federal Desktop Core Configuration
FFATA	Federal Funding Accountability and Transparency Act
FMS	Financial Management Systems
FOIA	Freedom of Information Act
FSA	Federal Student Aid
GDIT	General Dynamics Information Technology
GPO	Government Printing Office
IRAP	Information Resources Accessibility Program
IRM	Information Resource Management
IRS	Internal Revenue Service
IT	Information Technology
MeF	Modernized Electronic File
MOA	Memorandum of Agreement
NARA	National Archives and Records Administration
OCC	Office of the Comptroller of the Currency
OFS	Office of Financial Stability
OLCC	On Line Customer Complaint
OMB	Office of Management and Budget
R&D	Research and Development
RSS	Really Simple Syndication
TARP	Troubled Asset Relief Program
TIGTA	Treasury Inspector General for Tax Administration
TIPS	Treasury Inflation-Protected Securities

**Attachment 1: Department of the Treasury Data Center Consolidation Plan**

Please see attached document.